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**SAFETY BEHAVIOUR AMONG NURSES IN A TERTIARY HOSPITAL
IN KUALA LUMPUR**

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UUM
Universiti Utara Malaysia

**MASTER OF SCIENCE
(OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT)
UNIVERSITI UTARA MALAYSIA
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By:

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UUM
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**Thesis submitted to
Othman Yeop Abdullah School of Business,
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Masters of Science (Occupational Safety and Health Management)**



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ABSTRACT

The purpose of this study was to determine the relationship between employer's safety leadership along safety knowledge and safety motivation and safety behaviour among nurses working in the tertiary hospital in Kuala Lumpur. The independent variables were represented by safety leadership namely safety coaching, safety caring and safety controlling along safety knowledge and safety motivation. Safety behaviour which is the dependent variable has been measured by two dimensions namely safety compliance and safety participation. A total of 332 questionnaires were distributed randomly to the nurses in the selected tertiary hospital in Kuala Lumpur during Continuous Nurse Education (CNE) session. The findings of this study revealed that the perceptions of safety leadership with respect to safety controlling along safety knowledge and safety motivation are factors that have significance correlation between safety compliance and safety participation. The findings provide valuable guidance for researchers and practitioners for identifying solutions that can improve safety and health at workplace.

Keywords: Safety Leadership, Safety Coaching, Safety Caring, Safety Controlling, Safety Knowledge, Safety Motivation, Safety Compliance, Safety Participation, Safety Behaviour.

ABSTRAK

Tujuan kajian ini dijalankan ialah untuk menentukan hubungan antara kepimpinan keselamatan berserta pengetahuan keselamatan dan motivasi keselamatan dan kelakuan kerja selamat di kalangan jururawat yang bekerja di hospital tertuari di Kuala Lumpur. Pembolehubah mewakili kepimpinan keselamatan iaitu bimbingan keselamatan, penjagaan keselamatan dan kawalan keselamatan berserta pengetahuan keselamatan dan motivasi keselamatan. Kelakuan kerja selamat pula diukur melalui kepatuhan keselamatan dan penglibatan keselamatan. Sebanyak 332 set borang soal selidik telah diedarkan secara rawak kepada jururawat di hospital tertuari terpilih di Kuala Lumpur semasa sesi Continuous Nurse Education (CNE). Hasil kajian menunjukkan persepsi kepimpinan terhadap kawalan keselamatan berserta pengetahuan keselamatan dan motivasi keselamatan adalah faktor yang mempunyai pengaruh yang signifikan dengan kepatuhan keselamatan dan penglibatan keselamatan. Hasil kajian ini boleh dijadikan sebagai panduan kepada pengkaji dan pengamal untuk mencari penyelesaian yang dapat mempertingkatkan mutu keselamatan dan kesihatan di tempat kerja.

Katakunci: Kepimpinan Keselamatan, Bimbingan Keselamatan, Penjagaan Keselamatan, Kawalan Keselamatan, Pengetahuan Keselamatan, Motivasi Keselamatan, Kepatuhan Keselamatan, Penglibatan Keselamatan, Kelakuan Kerja Selamat.

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LIST OF ABBREVIATIONS

CDC	Centers for Disease Control and Prevention
DOSH	Department of Safety and Health
HBV	Hepatitis B Virus
HCV	Hepatitis C Virus
HIV	Human Immunodeficiency Virus
HSE	Health and Safety Executive
ILO	International Labour Organisation
IOM	Institute of Medicine
MOH	Ministry of Health
NIOSH	National Institute of Occupational Safety and Health
NMRR	National Medical Research Registry
NSSIs	Needlestick and Sharp Injuries
OSH	Occupational safety and health
S.O.P	Standard Operating Procedure
SOCISO	Social Security Organisation
SPSS	Statistical Package for The Social Science
UNAIDS	United Nations Programme on HIV/AIDS
WHO	World Health Organisation

CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter explains the background of study, problem statement as well as the research objectives and research questions. Besides that, this chapter also explains scope of the study, significance of study, definition of the key terms and the organisation of the thesis.

1.2 Background of Study

Nowadays, workplace accident has become a serious issues in many industrialisation world (Biggs, Sheahan & Dingsdag, 2005). It has become a serious problem in Malaysia as the accident cases related to work are increasing every year. Occupational accident was defined as accidents that occurred at workplace that leads to injuries or fatality.

International Labour Organization (ILO) reported that workers die from a work-related accidents or disease in every 15 seconds and at the same time 153 workers also occurred in workplace accidents. Moreover, 6,300 people die every day which caused by occupational accidents or work-related diseases. As the result, approximately 2.3 million of the workers die caused by work-related disease,

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UUM KUALA LUMPUR
Universiti Utara Malaysia
41-3, Jalan Raja Muda Abdul Aziz
50300 KUALA LUMPUR
MALAYSIA



"MUAFAKAT KEDAH"

Our Ref : UUM/UUMKL/P-39/133
Date : 05th December 2016

TO WHOM IT MAY CONCERN

COLLECTION OF DATA FOR RESEARCH PURPOSES

We are pleased to inform you that the following individual is UUM Kuala Lumpur student who is presently pursuing his Master of Science Occupational Safety and Health Management. She is required to collect data from your organization as a requirement for the BPMZ69912 Research Paper courses that she is pursuing this semester.

No.	Name	Matric No.	I/D No.
1.	Rohaizah Binti Mohamad	820093	830620135858

Since she has chosen your organization as her assignment, we would be most grateful if you could render all assistance to her to carry out the project successfully.

Please be informed that the data collected is purely for academic purposes and we assure you that all information or data will be kept strictly confidential.

We really appreciate your kindness and cooperation in the above matter.

Thank you.

"SCHOLARSHIP, VIRTUE AND SERVICE"

Sincerely yours,

DR. AHMAD RIZAL BIN MAZLAN
Director
Universiti Utara Malaysia
Kuala Lumpur (UUMKL)

Universiti Pengurusan Terkemuka
The Eminent Management University



APPENDIX B



Date :

Dear Respondent,

I am a Postgraduate student from Universiti Utara Malaysia and carrying out a survey regarding Safety Behaviours (SB), in order to fulfil the Master Degree requirements. The research objective is to determine the relationship between safety knowledge, safety motivation, safety coaching, safety caring and safety controlling towards nurses safety behaviour (SB).

Attached with this letter is a questionnaire that addresses the Safety Behaviour among employee in an organisation. I realize that your time is priceless and very precious; however, your involvement in this survey, will contribute to the success of this study.

There is no right or wrong answer to the statements listed in the questionnaire. Your sincerity and honesty is highly required in answering these statements. Please be rest assured that all your responses will be kept confidential and will be strictly used for the academic research purposes only.

With this, I highly appreciate your cooperation and participation in this study and wish to convey my thanks in advance.

If you are interested in this study and its outcome, please do not hesitate to contact me via email at a_izah143@hotmail.com or call me at 0132881707.

Thank you for your time and attention

Yours sincerely,

Tuan/Puan,

Saya merupakan pelajar Sarjana dari Universiti Utara Malaysia yang sedang menjalankan satu kajian mengenai Gelagat Kerja Selamat bagi memenuhi pra-syarat Sarjana dari Universiti Utara Malaysia. Objektif kajian ini adalah untuk menentukan hubungan antara pengetahuan keselamatan, motivasi keselamatan, latihan keselamatan, perhatian keselamatan dan kawalan keselamatan, terhadap Gelagat Kerja Selamat di kalangan Jururawat.

Bersama-sama ini disertakan soal selidik yang berkaitan dengan Gelagat Kerja Selamat dikalangan Jururawat di dalam organisasi ini. Saya sedar bahawa masa anda sangat berharga dan bermakna, namun begitu penglibatan anda dalam tinjauan ini, akan menyumbang kepada kejayaan kajian ini.

Tidak ada jawapan yang betul atau salah dalam soal selidik ini. Hanya keikhlasan dan kejujuran anda diperlukan dalam menjawab soalan. Untuk makluman, semua maklumbalas anda akan dirahsiakan dan hanya digunakan bagi tujuan penyelidikan akademik sahaja.

Dengan ini, saya sangat menghargai kerjasama dan penglibatan anda dalam kajian ini dan saya dahului dengan ucapan terima kasih.

Jika anda berminat dengan kajian ini dan dapatannya, sila hubungi saya melalui e-mel di a_izah143@hotmail.com atau menghubungi saya di talian 013-2881707.

Terima kasih atas kerjasama dan perhatian anda.

Yang benar;

ROHAIZAH BINTI MOHAMAD (820093)
Universiti Utara Malaysia, Kuala Lumpur.

SECTION A : DEMOGRAPHIC STATEMENTS

Please fill in blank and tick (✓) in the appropriate boxes that corresponds to your answer to each of the following questions below.

Sila isikan tempat kosong dan tandakan (✓) untuk mewakili jawapan anda pada semua soalan di bawah.

1. Age/ Umur :

- ☐ 15-25 years/ tahun
- ☐ 26-35 years/ tahun
- ☐ 36-45 years/ tahun
- ☐ 46- 55 years/ tahun
- ☐ 56- 60 years/ tahun

2. Gender/ Jantina: ☐ Male/ Lelaki ☐ Female/ Perempuan

3. Race/ Bangsa :

- ☐ Malay/ Melayu
- ☐ Chinese/ Cina
- ☐ Indian/ India
- ☐ Others/ Lain-lain

4. Marital status/ Status perkahwinan :

- ☐ Married/ Berkahwin
- ☐ Single/ Bujang
- ☐ Other/ Lain-lain: _____

5. Highest Educational level/ Tahap pendidikan tertinggi :

- ☐ Secondary school/ Sekolah Menengah
- ☐ Certificate/ Sijil
- ☐ Master and above/ Master ke atas
- ☐ Diploma/ Diploma
- ☐ Degree/ Ijazah
- ☐ Others/ Lain-lain.....

6. How long have you been working?/ Berapa lama anda telah bekerja? :

- ☐ Less than 1 year/ kurang dari setahun
- ☐ 1-5 years/ tahun
- ☐ 6-10 years/ tahun
- ☐ 11-15 years/ tahun
- ☐ More than 15 years/ melebihi 15 tahun

7. How long have you been working with the present organisation?

Berapa lama anda sudah bekerja dengan organisasi sekarang? : _____ years/ tahun

8. Have you ever had any occupational accident ever since you started working in this organisation
Adakah anda pernah mengalami kemalangan di tempat kerja sepanjang bekerja di organisasi ini ?
- ☐ Yes/ Ya ☐ No/ Tidak
9. If yes, how many accidents have you had while working in this organisation?
Jika ya, berapakah bilangan kemalangan yang pernah dialami sepanjang bekerja di organisasi ini?
- ☐ 1 - 3 ☐ 4 - 8
☐ 9 - 15 ☐ More than 15/ Melebihi 15
10. Have you ever had a needle and sharp injury?
Pernahkan anda mengalami kecederaan akibat tusukan jarum dan benda tajam?
- ☐ Yes/ Ya ☐ No/ No
11. If yes, how many needle and sharp injury have you had while working in this organisation?
Jika Ya, berapakah bilangan kecederaan akibat tusukan jarum dan benda tajam yang dialami sepanjang bekerja di organisasi ini?
- ☐ 1 - 3 ☐ 4 - 8
☐ 9 - 15 ☐ More than 15/ Melebihi 15
12. Was the incident of needle stick or sharp injury reported?
Adakah kejadian kecederaan akibat tusukan jarum dan benda tajam itu dilaporkan?
- ☐ Yes/ Ya ☐ No/ Tidak
13. Have you attended any occupational safety training?
Pernakah anda pernah menghadiri latihan keselamatan?
- ☐ Yes/ Ya ☐ No/ Tidak
14. How often do you have to attend safety training?
Berapa kekerapan latihan keselamatan yang anda perlu hadiri?
- ☐ Every month/ Setiap bulan
☐ Once in three month/ Sekali dalam tempoh tiga bulan
☐ Once in six month/ Sekali dalam tempoh enam bulan
☐ Once a year/ Sekali setahun
☐ Not at all/ Tiada langsung

SECTION B : MAIN STUDY
BAHAGIAN B : KAJIAN UTAMA

Considering only your perception, please circle the most appropriate answer to you based on the scale below:

Dengan hanya mengambil kira pandangan anda, bulatkan jawapan yang paling tepat kepada anda berpandukan pada skala jawapan di bawah:

1	2	3	4	5
Strongly Disagree <i>Sangat Tidak Setuju</i>	Disagree <i>Tidak Setuju</i>	Neutral <i>Neutral</i>	Agree <i>Setuju</i>	Strongly Agree <i>Sangat Setuju</i>

No.	Statements/Pernyataan					
1	I know how to perform my job in a safe manner. <i>Saya tahu bagaimana untuk melakukan pekerjaan saya dengan cara yang selamat.</i>	1	2	3	4	5
2	I know how to use safety equipments and standard work procedures. <i>Saya tahu bagaimana untuk menggunakan peralatan-peralatan keselamatan dan standard prosedur kerja.</i>	1	2	3	4	5
3	I know how to maintain or improve workplace health and safety. <i>Saya tahu bagaimana untuk mengekalkan atau meningkatkan kesihatan dan keselamatan tempat kerja.</i>	1	2	3	4	5
4	I know how to reduce the risk of accidents and incidents in the workplace. <i>Saya tahu bagaimana untuk mengurangkan risiko kemalangan dan insiden di tempat kerja.</i>	1	2	3	4	5
5	I know what are the hazards associated with my jobs and the necessary precautions to be taken while doing my job. <i>Saya tahu apakah bahaya/hazad yang berkaitan dengan pekerjaan saya dan langkah berjaga-jaga yang perlu diambil semasa melakukan pekerjaan saya.</i>	1	2	3	4	5
6	I don't know what to do and whom to report if needle stick and sharps injuries noticed in my workplace. <i>Saya tidak tahu apa yang perlu dilakukan dan kepada siapa perlu dilaporkan jika suatu potensi bahaya/hazad diperhatikan dalam tempat kerja saya.</i>	1	2	3	4	5
7	I feel that it is important to maintain safety at all times. <i>Saya rasa adalah penting untuk mengekalkan keselamatan pada sepanjang masa.</i>	1	2	3	4	5
8	I believe that safety at workplace is a very important issue. <i>Saya percaya bahawa keselamatan di tempat kerja merupakan isu yang sangat penting.</i>	1	2	3	4	5
9	I feel that it is necessary to put efforts to reduce accidents and incidents at workplace. <i>Saya rasa adalah perlu untuk meletakkan usaha dalam mengurangkan kemalangan dan insiden di tempat kerja.</i>	1	2	3	4	5
10	I feel that it is important to encourage others to use safe practices. <i>Saya rasa adalah penting untuk menggalakkan orang lain untuk mengamalkan amalan-amalan selamat.</i>	1	2	3	4	5
11	I feel that it is important to promote safety programmes. <i>Saya rasa adalah penting untuk mempromosikan program-program keselamatan.</i>	1	2	3	4	5
12	My Supervisor handles safety cases honestly. <i>Penyelia saya menangani kes-kes keselamatan dengan jujur.</i>	1	2	3	4	5

No	Statements/Pernyataan					
13	My Supervisor sets an example by obeying safety regulations. <i>Penyelia saya menunjukkan contoh dengan mematuhi peraturan-peraturan keselamatan.</i>	1	2	3	4	5
14	My Supervisor helps employees to recognize the importance of safety. <i>Penyelia saya membantu pekerja-pekerja untuk mengenalpasti kepentingan keselamatan.</i>	1	2	3	4	5
15	My Supervisor explains the concept of safety clearly. <i>Penyelia saya menerangkan konsep keselamatan dengan jelas.</i>	1	2	3	4	5
16	My Supervisor involves personnel in safety decision-making. <i>Penyelia saya melibatkan pekerja dalam membuat keputusan berkaitan keselamatan.</i>	1	2	3	4	5
17	My Supervisor draws a picture to describe a safety vision. <i>Penyelia saya memberi gambaran untuk menerangkan visi keselamatan.</i>	1	2	3	4	5
18	My Supervisor creates a harmonious group climate. <i>Penyelia saya mewujudkan kumpulan persekitaran yang harmoni.</i>	1	2	3	4	5
19	My Supervisor allocates safety resources fairly. <i>Penyelia saya mengagihkan sumber untuk keselamatan pekerjaan dengan adil.</i>	1	2	3	4	5
20	My Supervisor accepts employees' advice to improve safety. <i>Penyelia saya menerima nasihat pekerja-pekerja untuk meningkatkan keselamatan.</i>	1	2	3	4	5
21	My Supervisor be confident of employee's safety performance. <i>Penyelia saya yakin terhadap prestasi keselamatan pekerja.</i>	1	2	3	4	5
22	My Supervisor makes an effort to meet employees' need for safety. <i>Penyelia saya berusaha untuk mencapai keperluan keselamatan pekerja-pekerja.</i>	1	2	3	4	5
23	My Supervisor recognizes employees' safety achievements. <i>Penyelia saya mengiktiraf keselamatan pekerja-pekerja</i>	1	2	3	4	5
24	My Supervisor order employees to accomplish safety goals firmly. <i>Penyelia saya mengarahkan dengan tegas pekerja-pekerja untuk mencapai matlamat keselamatan.</i>	1	2	3	4	5
25	My Supervisor effectively assesses and rewards staff safety performance. <i>Penyelia saya menilai dan memberi gajaran kepada prestasi keselamatan kakitangan.</i>	1	2	3	4	5
26	My Supervisor supports to establish regulations of safety management. <i>Penyelia saya memberi sokongan untuk menggubal peraturan dalam pengurusan keselamatan.</i>	1	2	3	4	5
27	My Supervisor consistently requests employees to obey regulations of safety management. <i>Penyelia saya memohon pekerja-pekerja untuk mematuhi peraturan pengurusan keselamatan secara konsisten.</i>	1	2	3	4	5
28	My Supervisor requests employees to improve safety defects continuously. <i>Penyelia saya memohon pekerja-pekerja untuk memperbaiki kekurangan keselamatan secara berterusan.</i>	1	2	3	4	5
29	My Supervisor regularly audits employees' safety performance. <i>Penyelia saya membuat pemeriksaan terhadap prestasi keselamatan pekerja secara berkala.</i>	1	2	3	4	5
30	My Supervisor do not order employees to accomplish safety goals firmly. <i>Penyelia saya tidak memberi arahan yang tegas kepada pekerja-pekerja untuk mencapai matlamat keselamatan.</i>	1	2	3	4	5

No.	Statements/Pernyataan	1	2	3	4	5
31	I carry out work in a safe manner. <i>Saya melaksanakan kerja saya dengan cara yang selamat.</i>	1	2	3	4	5
32	I use all necessary safety equipment to do my job. <i>Saya menggunakan semua peralatan keselamatan yang sesuai untuk melakukan kerja saya.</i>	1	2	3	4	5
33	I use the correct safety procedures for carrying out my job. <i>Saya menggunakan prosedur keselamatan yang betul ketika menjalankan kerja saya.</i>	1	2	3	4	5
34	I ensure highest level of safety when I carry out my job. <i>Saya memastikan tahap keselamatan paling tinggi apabila saya melaksanakan tugas saya.</i>	1	2	3	4	5
35	I put in extra effort to improve the safety of workplace. <i>Saya membuat usaha tambahan untuk memperbaiki keselamatan di tempat kerja.</i>	1	2	3	4	5
36	I help my co-works when they are working under risky or hazardous conditions. <i>Saya membantu rakan-rakan sekerja ketika mereka melakukan tugas yang berisiko atau merbahaya.</i>	1	2	3	4	5
37	I voluntarily carry out tasks or activities that help improve work place safety. <i>Saya membantu menjalankan tugas atau aktiviti-aktiviti untuk memperbaiki keselamatan di tempat kerja secara sukarela.</i>	1	2	3	4	5



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